

2021-2022

# WIOA MISSOURI

# ANNUAL REPORT



DEPARTMENT OF  
HIGHER EDUCATION &  
WORKFORCE DEVELOPMENT



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# Overview of Program Year 2021

As the challenges of the COVID-19 pandemic ebbed, the landscape for serving Missouri residents and employers was effectively altered. It was clear Missouri needed to align its infrastructure and service delivery with the new demands of its customers.

Five key areas of focus established the basis for provision of those services: Citizen Services, Administration and Compliance, Community Development, Policy and Strategy, and Program Performance. In PY 2020, through Job Centers of the Future, the Missouri Office of Workforce Development (OWD) conducted surveys, focus groups, and journey mapping for resident and employer services. This process identified areas of improvement and laid the foundation for the Missouri Job Center Connect Policy Framework. With the underlying goal of sustainable employment for all residents, the framework focuses on better access to quality employment opportunities for job seekers, better access to skilled talent for employers, better alignment to workforce needs by working with stakeholders including training providers and agency partners, and a healthy and modernized service delivery infrastructure to better serve residents.

Currently, over 76 percent of job seekers access Job Centers virtually, in person, or a hybrid of the two. OWD addressed this shift away from in-person services by increasing the amount of staff available to to include deliver services via phone call or online.

In PY 2021, Missouri Job Center Connect became the branded strategy and foundation for moving OWD forward in delivering quality and efficient services to job seekers and employers. Missouri Job Center Connect overarches all services, but also includes targeted programming. Missouri Youth Connect, Missouri Heroes Connect, Missouri Apprentice Connect, and Missouri Re-Entry Connect are now capstone programs under OWD and highlight the importance the agency places on these strategic initiatives.

## Promising Practices

### Wise Up Wednesdays

OWD continues to provide its technical assistance (TA) series, known as Wise Up Wednesdays. This weekly web-based TA session is available to all OWD staff, as well as partner and local workforce board staff. Topics are generated by issues identified in compliance monitoring reviews as well as inquiries and suggestions from the targeted populations who attend. In PY 2021, Wise Up Wednesdays became a platform for other state agency partners to share information about their programs and services, providing an additional benefit to the audience.

## Missouri Apprenticeship Team (MAT)

Apprenticeship is a hallmark program for OWD. In the past few years, Missouri consistently ranked in the top five states for the number of new apprenticeships created. This past year Missouri exceeded its goal a year ahead of schedule in the creation of more than 20,000 new apprentices. This was accomplished through exceptional relationships with employers, intermediaries, the U.S. Department of Labor Apprenticeship team, Workforce Innovation and Opportunity Act (WIOA) partners, and training institutions.

To cultivate and maintain these working relationships OWD holds monthly web-based meetings known as Missouri Apprenticeship team (MAT) calls. These meetings bring together partners who engage in the sharing of best practices and updates to their programs.

Notably for PY 2021, the MAT utilized a technical assistance opportunity to provide training through UMass-Boston's Institute for Community Inclusion. This two-part training was conducted during the scheduled MAT meetings and focused on serving individuals with disabilities in apprenticeships. More than 50 MAT members participated in this training.

## Missouri Job Center Connect (MJCC) Statewide Partnership Meetings

OWD understands the importance of providing multiple opportunities for partners and stakeholders to connect. The MJCC Statewide Partnership meetings are held quarterly for OWD staff, WIOA Core Partners, local workforce board directors and their staff, and State Workforce Board staff. OWD provides updates on key programs and services, often including guest speakers from other stakeholders to discuss their particular initiatives. WIOA Core Partner staff and local workforce board directors also provide updates and presentations at the meetings. In PY 2021, all of the meetings continued to be held virtually; however, the meetings have since shifted back to in-person.

## RESEA Hybrid Team

The RESEA (Reemployment Services and Eligibility Assessment) Hybrid Services Team is responsible for informing residents of Job Center services and programs available to them, such as helping individuals build a résumé and search for employment.

Team members explain to residents how to utilize jobs.mo.gov to find a job, provide information on training programs, and inform them about other websites and resources available to assist in finding employment. Team members also conduct weekly follow-ups to provide additional assistance, such as sending job notifications and providing information on job fairs.



## Virtual Learning Team

In October 2021, OWD introduced the Virtual Learning Specialist Team to assist residents in completing training on two virtual learning platforms, CompTIA and Coursera. The team offers case management to residents, as well as coaching to assist them in overcoming any barriers to learning.

## CSU/Hybrid Services

The OWD Customer Support Unit (CSU), in response to resident needs, transitioned to a new title and expanded its role within OWD. The CSU Team is now known as the Hybrid Job Services Team, which has assisted residents that otherwise would have waited or declined services when Job Center staff were busy assisting other residents, as well as any customer support calls that come through the agent line. This team supports Job Centers in completing Wagner-Peyser enrollments as well as any other services requested by the resident.

In December 2021, OWD implemented the Genesys Call Center as an additional tool for the Hybrid Job Services Team. It allows the team to better serve residents and report call data in a more robust and detailed way. Team members can now document details of the call and monitor how many they receive per hour, per day. This allows managers to use data to drive staffing, training, and managerial decisions. Genesys also allows the team to record calls, making it easier to take appropriate action for complaints or issues.

In January 2022, the team relocated to the Capital City Job Center. As a result of this move, the team learned to pivot from its usual virtual role to also serve residents in person, which was crucial to support the professional growth of the team.

## Big Interview

In 2022 Missouri introduced residents to Big Interview, an online system that combines training and practice to help residents improve essential skills and land a great job. Big Interview offers cutting-edge job search and interview advice that is rooted in real-world scenarios and hiring practices. Big Interview also includes the most advanced virtual interview training tool, allowing users to practice nearly any type of job interview and address employer questions with confidence.

Since February 2022, 803 Missourians have utilized Big Interview. Missouri's users spent the majority of their time watching video lessons, learning about interview best practices, and how to answer the most common questions employers asked. Users gravitated toward lessons that highlighted the big picture overview of the most important job interview best practices, the most common interview mistakes people make.

## MoJobs Connect Mobile App

In October 2021, Missouri launched the MoJobs Connect Mobile App as another way residents can access services. MoJobs Connect is a streamlined version of the desktop application. Residents can register, upload/create a résumé, and conduct job searches on the app. MoJobs Connect had 977 distinct users with 2,976 sessions from October 2021 to June 2022.



# State Plan Strategic Vision & Goals

## Goal 1: Overcome employment barriers

WIOA partners continue to collaborate and innovate to serve residents with barriers. During the past year, co-enrollment continued to be a focal strategy to make sure all who access the public workforce system have the options and opportunities to participate in employment and training activities. The WIOA combined plan continues to include Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP), which are integral to supporting residents and eliminating barriers. This partnership ensures access for individuals who are homeless, youth in foster care, single parents, those with low income, displaced homemakers as well as those who are exhausting TANF benefits within two years. OWD also ensures delivery of service to recipients of public assistance and other low-income individuals, as well as those who are deficient in basic skills (including English language learners) for WIOA funding. Additionally, OWD provides priority of services for veterans and their eligible spouses for job training programs, including WIOA-funded programs. OWD partners with additional agencies to address employment barriers, including the Department of Mental Health for the development of a registered apprenticeship for Direct Care Support Professionals and the Department of Corrections to provide Job Center services to individuals preparing for release.

## Goal 2: Maximize efficiency and access to services

OWD's Job Centers of the Future laid a foundation and strategy for providing quality services to Missouri residents. Missouri Job Center Connect is the implementation component for those strategies. One of the first initiatives was Wagner-Peyser (WP) standardization. This strategy reviewed the services provided to residents upon making a connection with a Job Center: from how they are greeted, enrolled in, and provided WP services. This project sought to streamline the services for residents, reduce wait times, and minimize superfluous data entry so staff can focus on serving residents.

## Goal 3: Develop career pathways

OWD continues to partner with Coursera and CompTIA to offer statewide virtual learning services. Courses offered through these platforms allow residents to take multiple learning disciplines in order to follow a specific career path. OWD worked with Coursera to build an entry-level employability skills curation with multiple learning disciplines that include interviewing, communication skills, problem solving, teamwork, and professionalism. This workshop is available to everyone at Job Centers and each participant will receive a Missouri Industry Recognized Credential upon completion. The workshop will also be promoted to employers who assisted in identifying the critical need for employability skills as the basis for any career path.

## Goal 4: Place a strong emphasis on employment retention

OWD continues to support the provision of incumbent worker training and apprenticeships to assist employers with retention. Additionally, OWD is leveraging Coursera and CompTIA partnerships to offer courses to incumbent workers.

## Goal 5: Engage employers to meet their needs

In PY 2020-2021, OWD reorganized its business outreach team and created the Employer Relations and Engagement (ERE) team. In 2021 and 2022, OWD expanded the team and housed ERE under the larger umbrella of Community Development Services. This allows employers greater access to OWD services and affffords a greater reach in partnering with other state agency business teams.

# State Workforce Development Board

In PY 2020-2021, the Missouri State Workforce Development Board (SWDB) had three changes to its member roster, all state agency representatives:

- John Thomas,  
Chief, Office of  
Human Resources,  
Department of Health  
and Senior Services



- Leroy Wade,  
Interim Commissioner,  
Department of Higher  
Education and Workforce  
Development



- Dr. Chris Clause,  
Assistant  
Commissioner,  
Missouri Division  
of Vocational  
Rehabilitation



The SWDB conducted four meetings during PY 2020-2021, with two held in-person (annual meeting in August 2021 and March 2022) and two as teleconferences (November 2021 and January 2022). In addition, the SWDB Executive team held a quarterly phone conference with OWD to receive updates on strategic initiatives between scheduled board meetings. The SWDB also attended the annual Chief Local Elected Official (CLEO) and Local Workforce Development Board (LWDB) Chair summit in March 2022.

In June 2022, the SWDB website went through a significant upgrade and now includes photographs and biographies of each member. The site also houses SWDB board meeting minutes and agendas, annual reports, and the vision and mission of the board. The SWDB website can be accessed at <https://dhewd.mo.gov/WDB/>.

The SWDB Strategic Initiatives for PY 2021-2022 include:

## Initiative 1: Increase engagement with youth

SWDB supported OWD in hiring a Youth Policy Coordinator, who will engage stakeholders, perform outreach to youth and youth groups on behalf of OWD, and research and suggest policy recommendations for innovative youth services. OWD continues to collaborate with specialized programs to engage youth and to provide specialized training opportunities, such as Jobs for America's Graduates (JAG) and CompTIA's Information Technology Fundamentals cohort.

## Initiative 2: Increase services to justice-involved individuals

Through Missouri Re-Entry Connect, OWD is collaborating with the Department of Corrections (DOC) to provide services to justice-involved individuals up to six months prior to release. OWD will provide in-person and hybrid Job Center services in collaboration with DOC employment specialists. This partnership will increase engagement with justice-involved individuals and the likelihood of success. OWD's Community Development team will also collaborate with DOC staff to connect employers with qualified Missouri Re-Entry Connect participants.

## Initiative 3: Improve and increase services to veterans and eligible spouses

The Missouri Heroes Connect program was created to recruit and assist veterans and active duty service members who are transitioning into civilian employment to participate in On-the-Job Training (OJT), occupational skills training, and apprenticeships. The program also includes supportive services, which will allow up to \$1,500 per participant and can be combined with the locally-established amount to provide additional assistance for transportation, child care, rent, past due bills, etc.

# Discretionary Projects

## Missouri Job Center Connect

After conducting journey mapping through the Job Centers of the Future process, it was determined the Wagner-Peyser enrollment experience was time-consuming. The Office of Workforce Development (OWD) created a plan to standardize this process through each Job Center. In November 2021, OWD piloted the project in one of our Job Centers where data showed it took up to three hours for enrollment for a first-time visit. The standardization during the pilot was successful and revealed many duplicative processes that were eliminated. This reduced the resident experience from up to three hours to 30 minutes. The Wagner-Peyser Standardization process was then delivered, in person, to the 26 Job Centers across the state and was fully implemented in August 2022.



## CompTIA Partnership

OWD expanded partnerships with organizations, such as CompTIA, to provide enhanced opportunities for residents. This partnership allows residents to obtain stackable credentials and establish clear career pathways through virtual learning. By modernizing the way the Missouri Job Centers offer services, residents can learn essential skills to find employment or elevate their careers. The following CompTIA programs are offered through OWD: (see Appendix page 23)

- **CompTIA A+:** Validates fundamental IT knowledge, including networking, operating systems, and security, as well as developing problem-solving skills needed for entry-level technical support careers.
- **CompTIA Network+:** Certifies a professional-level understanding of emerging technologies, including cloud and virtualization technologies, developing a career in IT Infrastructure.
- **Security+:** Validates core knowledge required of cybersecurity professionals and those in related job roles, ensuring organizations have the talent needed to improve baseline security readiness and incident response by applying best practices for preventing and addressing the latest attacks, threats, and vulnerabilities.
- **Project+:** Certifies the business, interpersonal, and technical project management skills required to successfully manage projects and business initiatives.
- **ITF+:** A certification that establishes an IT foundation necessary in preparation for digital transformation and on-the-job success. It is appropriate for non-technical and technical staff.



## Coursera

OWD also established a partnership with Coursera, a learning platform that collaborates with more than 275 leading universities and companies to provide Missourians with transformative learning experiences and career development. This free program is offered statewide. Appendix page 24 shows the types of skills development obtained through the programs, as well as the top 10 Coursera programs utilized by Missouri residents.

# Missouri Specialized Training Programs

## The Rapid Response Program

The Rapid Response Program serves as Missouri's dislocated worker coordination unit responsible for carrying out and overseeing Rapid Response activities carried out by the Local Workforce Development Boards (LWDB). One of the central principles of Rapid Response is minimizing the impact of layoffs on workers, businesses, and communities. Rapid Response ensures immediate access to affected workers to help them quickly re-enter the workforce and provides customer-focused services to dislocated workers and employers. During PY 2021, the Rapid Response team attended 13 events and informed 1,360 affected workers.

Examples of Rapid Response services provided by the LWDB and their local career center service providers include:

- Information and support for affected companies
- Information on the impact of layoffs on health coverage and other benefits
- Information on and referral to career services, reemployment-focused workshops, as well as job referrals and training opportunities
- Referral to community agencies and workforce programs for supportive services
- Job fairs and other special employment events
- Information on registered apprenticeships and incumbent worker training programs

## Trade Adjustment Assistance

The Trade Adjustment Assistance (TAA) program assists workers who become unemployed due to the impact of foreign trade. The TAA program seeks to provide negatively impacted U.S. workers with the opportunity to obtain the skills, resources, and support needed to become reemployed in a high-wage, high-demand occupation. Individuals who plan to participate or who are actively participating in full-time TAA-approved training may be eligible to receive up to an additional 104 weeks of income support if enrolled within 26 weeks of the TAA certification or individual separation date from the trade-affected employer, whichever is later.

The TAA program provided 1,345 services to 213 individuals during PY 2021. These services included initial assessments, employment, and case management services, classroom training, On-the-Job Training (OJT), apprenticeship, and relocation allowance.

Employment and case management services include:

- Information on training available in local and regional areas
- Provision of employment statistics information
- Short-term prevocational services
- Individual career counseling
- Information on how to apply for financial aid
- Development of individual employment plan
- Comprehensive and specialized assessment
- Information relating to the availability of supportive services

Out of those services, 22 people were enrolled in classroom training, five were enrolled in OJT, one was enrolled in a registered apprenticeship, and one participated in relocation allowance. During PY 2021, 300 Trade Readjustment Allowance (TRA) claims were filed and 20 Reemployment Trade Assistance (RTAA)/ Alternative Trade Adjustment Assistance (TAA) applications were made.

## Apprenticeships and Work-Based Learning

Missouri ranks in the top 10 in four out of five categories for registered apprenticeships, including third in completed apprenticeships and fourth in new apprentices. The Office of Workforce Development (OWD) prioritizes access to registered apprenticeship programs, as well as expanding current programs, and launching new partnerships. In PY 2021, Missouri had more than 14,500 active apprentices across 460 registered programs. On June 1, 2022, the Missouri Department of Higher Education & Workforce Development (MDHEWD) announced Missouri surpassed its goal of 20,000 new apprentices by 2025.

OWD's Apprenticeship Missouri (AM) team members serve as subject matter experts for apprenticeship and other work-based learning programs under WIOA. Under the AM portfolio, OWD operates two U.S. Department of Labor apprenticeship grants, in addition to providing operational guidance and technical assistance.

The Apprenticeship State Expansion (ASE) Grant seeks to serve 800 new apprentices in Missouri in occupations surrounding trades (carpenter, electrician, HVAC), health care (Certified Nursing Assistant, Certified Medication Technician), logistics (truck drivers), and other related occupations. The ASE grant has served 476 new apprentices. The ASE grant will continue operations through the end of PY 2022 and anticipates serving an additional 461 new apprentices.

Since November 2020, the State Apprenticeship Expansion (SAE) Grant has provided an online portal to match apprenticeship programs to apprentice job seekers. There are 150 organizations and 530 registered apprenticeship positions listed on the portal, and 630 apprentices actively searching and/or actively connected to the portal.

Both apprenticeship grants contribute funding for staff to provide outreach, programmatic assistance, and technical assistance to WIOA partners, stakeholders, Missouri employers, and residents. In addition, OWD launched a pre-apprenticeship initiative called Missouri Apprentice Ready (MAR) in February 2021, funded by WIOA discretionary funds. MAR strives to create 10 new pre-apprenticeship programs, increase the diversity of registered apprenticeships, and increase active apprentices in existing programs through pre-apprenticeship. In PY 2021, MAR served more than 200 Missourians through pre-apprenticeship opportunities.

OWD's AM team serves as the subject matter expert for the Incumbent Worker Training (IWT) program. As a continuation of last year's success, the unit continues to host regular calls with participating local workforce board directors to discuss the IWT program, provide technical assistance, and promote continuous improvement efforts. Missouri increased awareness and access to IWT and boasts a record-high of 171 individuals and 34 employers served throughout the state for PY 2021. The participation rate for the incumbent worker training program continues to increase substantially.

The Agricultural Employment Services (AES) team includes two key components: Foreign Labor Certification (FLC) services and the operation of the Monitor Advocate System. FLC services are available for employers seeking a temporary workforce through H-2A (agricultural) and H-2B (non-agricultural) visa programs. FLC staff processes foreign labor applications, posts H-2A job orders, and provides H-2A housing inspections. The Monitor Advocate System establishes a federal/state system of equitable practices for Migrant and Seasonal Farmworkers (MSFWs). Within DHEWD, the Missouri State Monitor Advocate advocates on the behalf of the farmworker community and monitors the provision of employment services. Dedicated MSFW outreach staff engage employers, community resources, and farmworkers in a greater discussion of agricultural employment. Through comprehensive visits to working, living, and gathering locations, outreach staff provides MSFWs access to DHEWD's full range of employment services, including the Employment Service and Employment-Related Law Complaint System. Employers can also connect to a nationwide Agricultural Recruitment System to fill seasonal or temporary agricultural positions.

# Federal Grants

## COVID-19 Humanitarian Grant

OWD was awarded \$1.3 million in spring 2020 to support Missourians dislocated or impacted by the COVID-19 pandemic. Ten of the 14 Local Workforce Development Board (LWDB) regions are participating in this grant. The COVID-19 Humanitarian Grant provides for disaster relief employment in a variety of positions, such as contact tracers, sanitation workers, community service workers, meal delivery, and other key positions. These temporary employment opportunities will support each local community to respond to, and recover from, the COVID-19 pandemic based on the community's needs. Additionally, residents are enrolled to receive career and training services to assist in obtaining employment and staying employed.

Before submitting the initial application to the U.S. Department of Labor, OWD asked each region to complete a worksheet to assess the needs of the region. This approach allowed a collaborative effort between OWD and the LWDB regions. Further, it permitted the LWDB regions to directly contribute ideas, temporary employment occupations, and training programs based off relationships each LWDB previously established. This practice will be used when applying for emergency grants.

By the end of PY 2021, the grant placed 57 participants into temporary employment opportunities, with 130 enrolled in career and training services. A total of 151 participants completed grant activities, 75 earned credentials, and 76 entered into unsubsidized employment.

OWD received a one-year period of performance extension for the COVID-19 Humanitarian Grant, which will allow for continued activities through June 30, 2023. Local areas continue to consider new worksites and offer disaster relief temporary employment opportunities. However, there is a shift to serve more residents through career and training services.

OWD requires a co-enrollment process for all National Dislocated Worker Grants to also be enrolled in the Wagner-Peyser program. Additionally, all participants enrolled based on WIOA Dislocated Worker status must be co-enrolled in the local WIOA Dislocated Worker program. OWD encourages other co-enrollment practices, and in some local workforce development areas, participants enrolled under long-term unemployed status are often co-enrolled into the WIOA Adult program.

## Missouri Works Together

The Missouri Works Together Grant was a disaster recovery grant addressing a major national health emergency: the opioid crisis. The goal of the grant was to provide temporary disaster-relief employment, career and training services to workers impacted by the opioid crisis, and develop a stronger health provider professions network to better address the needs of individuals seeking substance abuse treatment and counseling services.

The grant supported temporary humanitarian employment, as well as career and training services in parts of Missouri identified as having the greatest risk factors for opioid dependence. Those areas were the Central, Ozark, South Central, and Southeast local workforce development regions. The grant provided these regions with grant-trained, certified peer-support specialists who assisted those fighting opioid addictions. Occupational training in health care fields and other in-demand occupations were offered to individuals who lost employment due to the opioid crisis. Career training in professions that specifically addressed the opioid crisis was also offered to dislocated workers and long-term unemployed individuals.

The Missouri Works Together Grant ended September 30, 2021, having served 114 residents. Forty-two residents were placed into temporary employment opportunities as peer-support specialists and 74 residents were enrolled in classroom training. At least 56 obtained credentials, including occupational skills licenses, associate degrees, and occupational skills certificates.

## Federal Bonding Grant

OWD received a \$100,000 four-year Federal Bonding Demonstration Grant that began July 1, 2019. The grant focused on employment opportunities for ex-offenders, including those recovering from opioid and other drug addictions. Missouri utilized opioid-use and overdose data, along with its strong partnerships with other state agencies, to ensure access and outreach for eligible individuals for the federal bonding program.

The Missouri Federal Bonding Program is a no-cost, job-incentive program intended to increase the hiring of justice-involved individuals. This no-cost, no-deductible insurance coverage begins the day the bonded person starts work and ends six months later. The program provides fidelity bonds to employers to guard against losses due to acts of fraud, embezzlement, larceny, and theft committed against the employer by a justice-involved individual who is bonded.

The minimum amount of coverage offered is \$5,000. Additional amounts of coverage can be provided up to \$25,000 if the employer justifies the need. Coverage can be for full-time or part-time employment. OWD is an active stakeholder in the Missouri re-entry process and will provide fidelity bonds from this grant to employers as an incentive to hire justice-involved individuals into stable and supportive employment. Currently, 101 bonds have been executed, bridging the gap between individuals with barriers and employers with workforce needs.

## Waivers

Missouri was approved for four waivers from the U.S. Department of Labor (USDOL) to support workforce development activities and provide flexibility for individuals accessing WIOA programs. These waivers and outcomes are indicated below.

### [Waiver 1: On-the-Job Training Waiver - WIOA Section 134\(c\)\(3\)\(H\)\(i\) and 20 CFR 680.720\(b\)](#)

USDOL approved the State's waiver request to increase On-the-Job Training (OJT) employer reimbursement up to 90 percent through June 30, 2022, for WIOA Title I Adult, Dislocated Worker, and Youth formula funds. During PY 2021, 64 people were served through OJT. Job Centers continue to promote OJT as WIOA programmatic support for apprenticeships. One LWDB utilized the 90 percent waiver amount for its OJT agreements, while all others utilized the standard 50 percent reimbursement rate. Two additional LWDBs provided OJT services compared to the previous program year.

The results of the pandemic continue to affect the delivery of the OJT program. Compared to PY 2019 data, OJT is down 43 percent. However, compared to PY 2020 data, OJT developments are roughly the same. In PY 2021, OWD brought all OWD employer outreach staff under one team, referred to as the Employer Relation and Engagement Team. This strategic staffing alignment will assist in delivering a consistent message regarding the availability of OJT services, among other work-based learning options, in each local area. OWD ensured each local plan included engagement with this team during the required two-year plan modification period.

OJTs by Region Per Program Year	Program Year		
	PY19	PY20	PY21
Central Region	18	9	9
East Jackson County	7	11	2
Jefferson/Franklin Consortium	7	4	9
Kansas City & Vicinity	18	2	10
Northeast Region	2	2	2
Northwest Region	15	8	4
Ozark Region	2	0	3
South Central Region	17	15	9
Southeast Region	14	10	3
Southwest Region	2	2	4
St. Charles County	3	0	1
St. Louis County	2	1	5
West Central Region	6	3	3
<b>Total</b>	<b>113</b>	<b>67</b>	<b>64</b>

## **Waiver 2: Incumbent Worker Training Waiver - WIOA 134(d)(4) and 20 CFR 680.800(a)**

USDOL approved a waiver request to allow local areas to reserve more than 20 percent of Adult and Dislocated Worker funding for IWT through June 30, 2022. This waiver was requested to aid local response to an increased demand for workers during the pandemic. This request permits local areas to increase the allowable threshold for IWT from 20 percent to 50 percent.

Missouri's Apprenticeship and Work-based Learning Unit serves as the subject matter expert for the IWT. The unit continues to host regular calls with participating LWDB directors to discuss the IWT program, provide technical assistance, and promote continuous improvement efforts. Through this waiver, Missouri increased awareness and access to IWT training and boasts a record-high of 171 individuals and 34 employers served throughout the state for PY 2021. The participation rate for the IWT program continues to increase substantially. Since the waiver, two additional workforce regions have joined in operating this type of training, individuals served has increased by more than 400 percent, and employers served has increased by more than 400 percent. An overview of incumbent worker training activity before the waiver and through the end of PY 2021 is provided below.

IWT-Participants Served by Region Per Program Year	Program Year		
	PY19	PY20	PY21
Central Region		16	89
Jefferson/Franklin Consortium	14	12	20
Northeast Region	15	7	8
South Central Region	6		6
St. Louis County		20	46
West Central Region	2	6	2
<b>Total</b>	<b>37</b>	<b>61</b>	<b>171</b>

IWT-Employers Served by Region Per Program Year	Program Year		
	PY19	PY20	PY21
Central Region		1	16
Jefferson/Franklin Consortium	5	1	10
Northeast Region	1	3	1
South Central Region	1		2
St. Louis County		1	3
West Central Region	1	2	2
<b>Total</b>	<b>8</b>	<b>8</b>	<b>34</b>

Two waivers are being utilized to increase the number of in-school youth supported throughout Missouri with WIOA services. Missouri continues to support work-based opportunities for students and workers in high-growth industries in the state, including health care, information technology, and advanced manufacturing sectors. OWD is working with the 54 Career and Technical Education (CTE) Centers to establish pre-apprenticeships through the Missouri Apprentice Ready program, which is funded with WIOA Statewide funds. Because of these waivers, Missouri increased the number of in-school youth receiving services to pre-COVID numbers (see chart below). This waiver will continue to support the governor's initiatives to increase the number of students receiving WIOA services.

	PY 2018	PY 2019	PY 2020	PY 2021
In-School Youth Served	421	356	314	407

## **Waiver 3: Youth Expenditure Waiver - WIOA Section 129(a)(4)(A) and 20 CFR 681**

USDOL approved the State's waiver request to lower the expenditure requirement to 50 percent for out-of-school youth for state and local funds for program years 2019, 2020, and 2021.

#### Waiver 4: Individual Training Accounts (ITAs) Waiver - 20 CFR 681.550

USDOL approved the waiver request to allow WIOA ITAs for in-school youth through June 30, 2022, which allows the state to use ITAs for in-school youth ages 16-21. This waiver request provides the LWDBs the flexibility to serve more youth and young adults in work-based learning and the apprenticeship model regardless of school status.

During PY 2021, 48 ITAs were used for in-school youth. There was a slight decrease from the previous year's enrollments.

	Measurable Skills Gain PY 2021	Credential Attainment PY 2021
Goal**	39.50%	66%
Achieved	52.28%	58.64

\*\*Anticipated attainment numbers. Goals are not negotiated rates

The goals initially set for the two youth waivers included all youth participants and incremental increases for each program year. In PY 2021, the actual achieved Measurable Skills Gain was 52.28 percent for all youth and 62.59 percent for in-school youth. The actual achieved Credential Rate was 58.64 percent for all youth and 65.61 percent for in-school youth.

## Career Pathways

OWD developed a resilient Employer Relations and Engagement Team. In 2021, this team expanded into the OWD Community Development Team (CDT). Housed throughout the state for easy deployment, the CDT engages with employers and job seekers to leverage existing and new partnerships, attend hiring events, help connect training opportunities with employment, provide labor market information, and assist local workforce regions with resource planning. This team also assists with cultivating pop-up Job Centers and workshops, developing work-based learning opportunities, and assisting employers with talent recruitment and retention. This team engages with harder-to-serve populations, including justice-involved individuals, and youth. The team also provides residents with career exploration through new virtual reality equipment, as well as connects them with existing resources for developing and pursuing career pathways.

## Workforce Performance

Negotiations for statewide PY 2022 and PY 2023 performance took place in May 2022 and marks the first cycle where Missouri used data from the Statistical Adjustment Model to guide the process. The model considers past performance based on participant characteristics and economic conditions to predict performance for the core WIOA measures. As a result, the negotiated goals for PY 2022 performance increased for most measures.

Missouri Statewide Negotiated Performance						
Program	Measure	PY2020-2021		PY2022		PY2023
WOA Adult	Employment Q2		72.50%		74.00%	74.00%
	Employment Q4		68.00%		70.00%	70.00%
	Credential		67.00%		66.50%	66.50%
	Skill Gains		48.00%		51.50%	52.00%
	Median Earnings		\$5,250.00		\$7,000.00	\$7,000.00
WOA Dislocated Worker	Employment Q2		77.00%		76.00%	76.00%
	Employment Q4		74.00%		74.00%	74.00%
	Credential		68.00%		71.00%	71.00%
	Skill Gains		59.00%		60.00%	60.00%
	Median Earnings		\$7,400.00		\$9,000.00	\$9,000.00
WIOA Youth	Employment Q2		73.00%		77.00%	77.00%
	Employment Q4		70.00%		74.50%	74.50%
	Credential		63.00%		63.00%	63.00%
	Skill Gains		38.50%		44.50%	45.00%
	Median Earnings		\$2,950.00		\$3,700.00	\$3,700.00
Wagner-Peyser	Employment Q2		69.00%		67.00%	67.00%
	Employment Q4		71.00%		69.50%	69.50%
	Median Earnings		\$5,200.00		\$5,750.00	\$5,750.00

In PY 2021, Missouri exceeded employment goals for WIOA Adult, WIOA Youth, and WIOA Dislocated Worker Quarter 4. Missouri achieved more than 90 percent of the goal for Wagner-Peyser and WIOA Dislocated Worker Quarter 2.

Employment Q2 After Exit									
	PY19			PY20			PY21		
Program	Negotiated	Actual	% Achieved	Negotiated	Actual	% Achieved	Negotiated	Actual	% Achieved
WIOA Adult	68.70%	75.68%	110.16%	72.50%	73.84%	101.84%	72.50%	78.82%	108.72%
WIOA DW	72.50%	79.75%	110.00%	77.00%	74.56%	96.83%	77.00%	76.61%	99.50%
Wagner-Peyser	67.00%	69.80%	104.18%	69.00%	64.61%	93.63%	69.00%	63.49%	92.01%

Employment Q4 After Exit									
	PY19			PY20			PY21		
Program	Negotiated	Actual	% Achieved	Negotiated	Actual	% Achieved	Negotiated	Actual	% Achieved
WIOA Adult	66.40%	77.34%	116.48%	68.00%	71.69%	105.42%	68.00%	75.02%	110.33%
WIOA DW	70.20%	80.73%	115.00%	74.00%	79.31%	107.18%	74.00%	77.49%	104.71%
Wagner-Peyser	70.80%	69.80%	98.59%	71.00%	65.14%	91.75%	71.00%	64.78%	91.24%

Participants in the WIOA Adult and Wagner-Peyser programs earned higher wages during the past three program years. Median earnings in the WIOA Dislocated Worker program decreased by 3 percent from PY 2020 to PY 2021. Even with the slight decrease, Missouri exceeded performance goals for all earnings measures.

Median Earnings 2 Quarters After Exit									
	PY19			PY20			PY21		
Program	Negotiated	Actual	% Achieved	Negotiated	Actual	% Achieved	Negotiated	Actual	% Achieved
WIOA Adult	\$ 5,100	\$ 6,445	126.38%	\$ 5,250	\$ 7,198	137.11%	\$ 5,250	\$ 7,710	146.87%
WIOA DW	\$ 5,800	\$ 8,781	151.40%	\$ 7,400	\$ 9,648	130.36%	\$ 7,400	\$ 9,363	126.52%
Wagner-Peyser	\$ 4,844	\$ 5,369	110.84%	\$ 5,200	\$ 5,946	114.35%	\$ 5,200	\$ 7,022	135.03%

Missouri's performance on the Credential measures remains strong. In PY 2021, Missouri exceeded the performance goal for WIOA Dislocated Worker, but fell just short of the goal at 98.74 percent achieved for WIOA Adult.

WIOA Credential Attainment - AD & DW									
Program	PY19			PY20			PY21		
	Negotiated	Actual	% Achieved	Negotiated	Actual	% Achieved	Negotiated	Actual	% Achieved
WIOA Adult	46.50%	70.73%	151.11%	67.00%	69.27%	103.40%	67.00%	66.16%	98.74%
WIOA DW	51.00%	73.38%	143.89%	68.00%	77.17%	113.48%	68.00%	74.05%	108.90%

Since the implementation of WIOA, Missouri has struggled to meet performance for the WIOA Youth Credential measure. The performance measure was negotiated to 63 percent for PY 2020 and PY 2021, and Missouri achieved more than 90 percent of the goal in both years.

Missouri's negotiated performance for PY 2022 and PY 2023 will remain at 63 percent. In an effort to improve youth engagement, Missouri launched a formal performance improvement initiative to engage more of the state's youth and provide assistance through workforce programs. Strategies supporting this multi-year effort will target at-risk youth and those involved in youth-oriented programs across the state, improving opportunities for young Missourians to get the support, training, and education needed for employment.

WIOA Credential Attainment - Youth			
	Negotiated	Actual	% Achieved
PY17	69.00%	48.52%	70.32%
PY18	67.20%	49.11%	73.08%
PY19	67.20%	51.93%	77.28%
PY20	63.00%	58.45%	92.78%
PY21	63.00%	58.86%	93.43%

For the second straight year, Missouri successfully achieved over 100 percent of the Measurable Skill Gains goal across all WIOA programs: Adult, Dislocated Worker, and Youth. The negotiated performance goals for Measurable Skill Gains increased in PY 2022 and PY 2023, and the state will continue supporting Missourians as they increase their knowledge and skills.

Measurable Skills Gain						
Program	PY20			PY21		
	Negotiated	Actual	% Achieved	Negotiated	Actual	% Achieved
WIOA Adult	48.00%	59.50%	123.96%	48.00%	55.80%	116.26%
WIOA DW	59.00%	68.06%	115.36%	59.00%	63.18%	107.09%
WIOA Youth	38.50%	58.44%	151.78%	38.50%	53.08%	137.88%

As Missouri's economy boomed in PY 2019, fewer Missourians were unemployed and did not need Job Center services. In PY 2020, Missouri's Wagner-Peyser enrollments continued to decline as different regions of the state were partially or completely shut down and Job Centers provided only virtual services. Missouri implemented additional strategies for outreach to job seekers and offered Job Center services, including opportunities to increase the job seeker's skillset using training or work-based learning opportunities.

Wagner-Peyser			
	PY19	PY20	PY21
Enrolled	47,405	25,983	40,339
Served	51,659	28,578	43,635

As restrictions lifted and Job Centers reopened, a management directive was established to enroll 100,000 Missourians into Wagner-Peyser in two calendar years beginning Jan. 1, 2022. Job Centers are implementing strategies to increase their presence in their respective communities to reach more individuals who will benefit from services.

Statewide initiatives to assist Missourians have also been implemented and will lead to increased enrollments. Wagner-Peyser Standardization reduced the time for enrollment and producing a quality résumé for job seekers. Staff in every Job Center were trained and implemented the streamlined processes. The MO Heroes Connect initiative is geared toward assisting veterans as they transition to civilian employment, or seek training or education in Missouri. MO Re-entry Connect will match justice-involved individuals with Job Center services in the area of release, allowing the continuation of job seeker services and training that began pre-release. The goal of Missouri's initiatives is to help people join the workforce and stay employed.

## Effectiveness in Serving Employers

The Effectiveness in Serving Employers (ESE) measure permits states the option of selecting a set of defined measurement strategies. Missouri continues to utilize the measures of Rate of Repeat Business Customers and Rate of Market Penetration among the Whole Market Share of Employers.

### Rate of Repeat Services to Business Customers (26.20%)

This measure is defined as the percentage of repeated services provided to Missouri employers during the past three years. The elements to calculate the measure include the percentage of all employers who received services that use core program services more than once. The rate for PY 2020 was 28.9 percent, slightly higher than the current rate of 26.3 percent.

### Rate of Market Penetration among the Whole Market Share of Employers (11.00%)

This measure calculates the percentage of employers using business services out of all business establishments in the state. The rate is known as a market share or percentage penetration of the total. The rate for PY 2021 is 11 percent, which grew from 7.60 percent in PY 2020.

OWD is supporting employers' needs by posting job opportunities through the labor exchange system (MoJobs) with Job Center staff matching job postings to job seekers based on skills. In addition to engaging with employers utilizing the MoJobs system, MoJobs includes job postings from other job boards such as LinkedIn and Indeed. Job Centers then utilize the same process of connecting job seekers to job opportunities, which indirectly impacts employers by connecting them with job seekers who may otherwise have missed the posting.

Another component of refocusing employer relations and engagement is OWD staff looking into employers previously engaged with the public workforce system. Staff is reaching out to those employers to determine why they do not leverage services and how OWD can support and reintroduce them to services.

Many employers in Missouri operate in more than one zone or region. Through the Job Centers of the Future effort, it was evident several organizations and state agencies provided similar services to the same employers, creating confusion and employer fatigue. Employers were not utilizing the public workforce system due to a lack of clarity on the process and an inconsistent point of contact. To employers, it was "easier to use paid services such as Indeed" than to interact with the workforce system. In response to this, OWD began coordinating with departments across the state to align employer engagement efforts to reduce the number of points of contact for employers.

OWD set a goal to increase the number of employers posting jobs in the labor exchange system by 1,000 within PY 2021. OWD exceeded that goal, serving more than 1,500 new employers. In addition, the team participated in 546 job fairs, resulting in 633 Wagner-Peyser enrollments. By engaging more employers with MoJobs, more job postings are created and more opportunities are available for Missourians to match their skills with a job. Engaging employers will assist in understanding the future needs of the workforce. Knowing what skills and training are needed assists in recruiting qualified workers to fill job vacancies (see Appendix page 25).

# Program Evaluation

Data is ingrained in the culture of OWD and is used throughout the organization for making decisions, policy recommendations, and forming new workforce strategies. Dashboards are sent to staff members and local partners each week as the first look at performance. A standing agenda item on the weekly Director's Meeting invites conversation on the numbers and performance for the previous week. Job Center Supervisors can provide daily numbers for enrollments, services, and traffic. OWD's focus is not just on the numbers, rather staff understands each number represents a person receiving assistance on the path to finding a job and remaining employed.

Part of Missouri's informal evaluation process involves comparing the performance of Missouri's public workforce system to 14 surrounding states. Data and information used in the state-to-state comparison help to understand effective workforce strategies used by other states and local workforce development directors that may be replicated in Missouri.

Comparing PY 2020 (most recent) performance to PY 2018, Missouri improved performance on most measures and rankings. Missouri moved up in the rankings for all programs in the category of Median Earnings and percentage achieved for Credential Attainment.

Missouri is working toward formal evaluation projects. As a state, we participate in the monthly Region 5 Technical Assistance sessions, learning best practices and methodologies used by other states. Missouri was also chosen to participate in the 2022 Evaluation Peer Learning Cohort (EvalPLC). Representatives from across Missouri's public workforce system will learn about the evaluation process by building an evidence-based framework to be replicated and used to build future projects. The team's 13 members include staff from data teams and Equal Opportunity in OWD, Vocational Rehabilitation, Adult Education and Literacy, Rehabilitation Services for the Blind, Department of Labor and Industrial Relations, Department of Social Services, and LWDBs in urban and rural areas of Missouri (see Appendix pages 27-29).

## Customer Satisfaction Report

The Missouri Office of Workforce Development (OWD) 04-2019 Issuance established customer satisfaction guidance, specific to the One-Stop Job Center recertification process, for business customers and residents receiving a service through a Missouri Job Center. In both cases, customers are routinely allowed to provide feedback in person or by email. Postcards near the front entrance and QR codes for smartphones help with extending the invitation to provide feedback.

As OWD serves customers through an omnichannel approach, feedback on the customer experience is crucial to continuous improvement efforts. In PY 2021, OWD received more customer feedback than in previous years. In PY 2021, the number of job seeker surveys exceeded PY 2020 by 28 percent, or 7,423 compared to 5,793, respectively. The satisfaction rate among respondents also increased to 97.4 percent for PY 2021, a 0.2 percent increase from the previous two program years. The number of employer surveys rebounded to a total of 930 in PY 2021 compared to 338 in a pandemic-influenced PY 2020. Employers responded with a lower satisfaction level of 91.4 percent compared to 95.6 percent in PY 2020. A revamped Community Development Team works with employers to address their needs.

Summaries of customer feedback are provided to our regions each week and are formatted to allow comparison of current program year feedback to previous years. A full summary of customer satisfaction rates is shown below.

MISSOURI EMPLOYER SATISFACTION RETURNS		
(Inaugural Start Date: Jan. 1, 2018)		
Program Year	Missouri Customer Satisfaction Rate	# of Customer Feedback Returns
PY 2017	95.5%	354
PY 2018	96.3%	1,136
PY 2019	93.4%	815
PY 2020	95.6%	338
PY 2021	91.4%	930

MISSOURI CUSTOMER SATISFACTION RETURNS		
(Inaugural Start Date: November 2019)		
Program Year	Missouri Customer Satisfaction Rate	# of Customer Feedback Returns
PY 2019	97.2%	3,886
PY 2020	97.2%	5,793
PY 2021	97.4%	7,423

## Quarterly Performance Reviews (QPR)

For the third straight year, Quarterly Performance Reviews continue to be implemented and prove successful. The reviews continue to identify issues, trending analysis, and promising practices of each region. CLEOs, Local Board Chairs, and Directors collaborate and brainstorm with OWD each quarter to address issues and identify accomplishments. The results of conversation and technical assistance of the QPRs show a downward trend in issues.

## Data Element Validation

The Workforce Performance Data Team created a Performance Individual Record Layout (PIRL) Crosswalk for all PIRL Data Elements in relation to the WIOA, Wagner-Peyser, and Trade Act programs. This PIRL Crosswalk contains information detailing where in our case management system data is being pulled to populate the PIRL. The PIRL Crosswalk contains screenshots from our case management system along with the ability to click to other documents that contain a list of services that report to the various PIRL Data Elements.

The PIRL Crosswalk assists OWD and local WIOA staff in their process for the quarterly data validation of their programs. The Workforce Performance Data Team uses the crosswalk to validate data pulled for the PIRL is accurate and to quickly assist local OWD and partner staff with questions or possible issues. The Workforce Performance Data Team worked with the case management system vendor, Geographic Solutions, Inc. (GSI), to help understand why data pulls from a certain location, or in some circumstances, to correct how the data is being pulled for the PIRL.

The Workforce Performance Data Team uses data element validation tools within the case management system to set up the process to generate a random sample of records for each Region's programs. The data validation process is electronic and when the Region completes the record sample for validation, the files are uploaded into the case management system for an audit review. The Workforce Performance Data Team provided a session on the PIRL Crosswalk at the Missouri Association for Workforce Development conference in April.

Staff used the PIRL Crosswalk for two quarters and reported it being a tremendous help. The Workforce Performance Data Team assisted with the Monitoring and Compliance staff in providing training on how to use the PIRL Crosswalk and data validation training on the electronic data element validation process. Several members of the Workforce Performance Data Team provided a workshop at the GSI conference in October.

# Equal Opportunity Accomplishments

## Missouri Equal Opportunity Accomplishments

DHEWD is steadfast in its commitment to fostering an inclusive and welcoming environment where all Missouri residents have equal access and opportunity to succeed in training and employment endeavors in Missouri. OWD and the Office of Equal Opportunity are actively committed to ensuring equal and integrated access to services for all races, religions, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origins (including limited English proficiency), ages, and individuals with a disability throughout Missouri's workforce system.

Throughout PY 2021, Missouri's workforce system developed training on various topics, including those related to the LGBTQIA+ community and sex discrimination. Other topics included the special needs of an aging workforce, ageism and a multigenerational workforce, justice-involved individuals, and working with employees and customers with mental health conditions. The Office of Equal Opportunity collaborated with the Local Workforce Development Boards to analyze WIOA service providers' employment practices and how to implement equitable best practices throughout the hiring and employment process. In addition, this office collaborates with the Missouri Division of Employment Security to develop equal opportunity-related training for staff working with customers seeking employment through the Missouri Job Centers.

The Office of Equal Opportunity recently updated the assistive technology equipment in Missouri Job Centers to ensure individuals with disabilities have access to programs, services, and activities. The Job Centers have new Americans with Disabilities Act stations, which include new monitors, hydraulic arms, and table cameras, as well as behind-the-scenes prep work for e-faxing, softphone, and ipTTY software load.

The Missouri workforce system continues to focus on its outreach efforts by ensuring information is available in different languages for Limited English Proficient (LEP) individuals and partnering with local community organizations that focus on disabilities, LGBTQIA+, veterans, and aging-focused community organizations to ensure information about programs, services, and activities offered through Job Centers are free and available to every Missouri resident. Through these efforts, the Missouri workforce system demonstrated participation improvement in all demographic areas except for those younger than 17 years old when comparing PY 2020 to PY 2021 (see table on next page). The Office of Equal Opportunity will continue to monitor the progress of each WIOA recipient's Affirmative Outreach goals and review, revise, or create policies and practices that ensure a focus on inclusivity, equity, and compliance.

## Special Events, Leadership & Professional Development

### OWD Summit

OWD held its annual summit to provide technical assistance to OWD staff and LWDBs. The 2021 Summit was held in person. The primary focus was on collaboration and how to connect as one team to serve Missouri residents. Breakout sessions incorporated a variety of topics, including DOL monitoring, OWD policies, employer relations, employer panels, motivation, customer service, data, outreach, and veteran services.

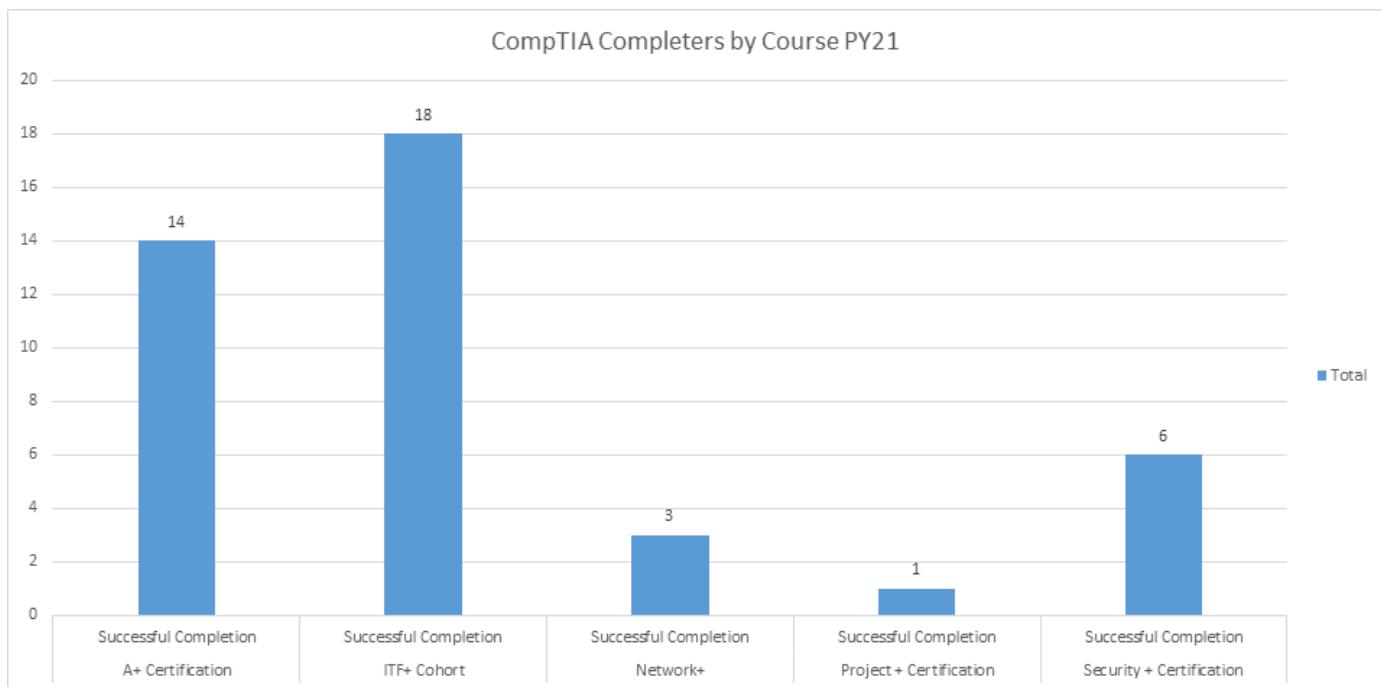
## Technical Assistance

OWD takes advantage of the opportunity for Technical Assistance when needed. Due to recent turnover in the fiscal staff, OWD is requesting financial training.

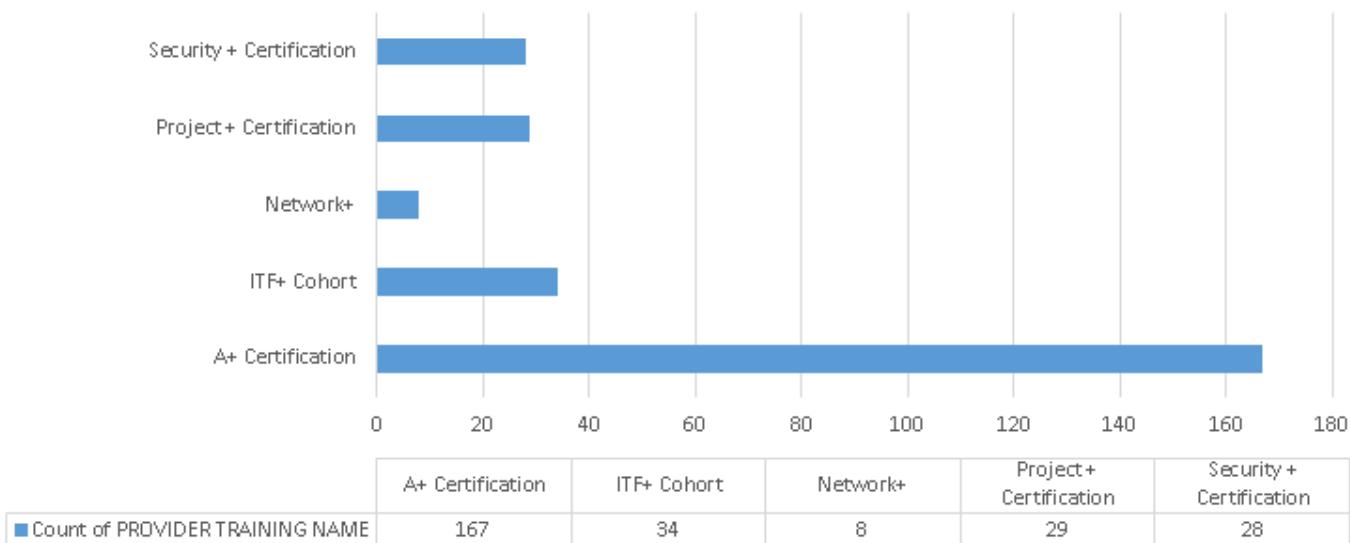
PY20 Participants	Exited	PY21 Participants	Exited	Difference Between PY20 and PY21
<b>All Participants - Sex</b>	<b>25,067</b>	<b>All Participants - Sex</b>	<b>34,230</b>	<b>37%</b>
Male	12,209	Male	18,131	49%
Female	12,834	Female	16,069	25%
Did Not Self Identify	24	Did Not Self Identify	30	25%
<b>All Participants - Age</b>	<b>25,067</b>	<b>All Participants - Age</b>	<b>34,230</b>	<b>37%</b>
<16	69	<16	44	-36%
16-18	1,059	16-18	1,104	4%
19-24	3,250	19-24	3,663	13%
25-44	10,644	25-44	14,859	40%
45-54	4,414	45-54	6,483	47%
55-59	2,400	55-59	3,525	47%
60+	3,231	60+	4,552	41%
<b>All Participants - Race</b>	<b>25,067</b>	<b>All Participants - Race</b>	<b>34,230</b>	<b>37%</b>
Asian	210	Asian	274	30%
African American	5,859	African American	8,063	38%
American Indian / Alaskan Native	143	American Indian/Alaskan Native	208	45%
Pacific Islander	57	Pacific Islander	172	202%
White	15,125	White	20,353	35%
Multi Race	821	Multi Race	1,138	39%
n/a	2,852	n/a	4,022	41%
<b>All Participants - Hispanics</b>	<b>25,067</b>	<b>All Participants - Hispanics</b>	<b>34,230</b>	<b>37%</b>
Hispanic	603	Hispanic	994	65%
Did Not Self-Identify	1,824	Did Not Self-Identify	2,284	25%
Not Hispanic	22,640	Not Hispanic	30,952	37%
<b>All Participants - Disability</b>	<b>25,067</b>	<b>All Participants - Disability</b>	<b>34,230</b>	<b>37%</b>
No Disability	21,640	No Disabled	28,865	33%
Disabled	1,378	Disabled	1,835	33%
Did Not Disclose	2,049	Did not Disclose	3,530	72%
<b>All Participants - LEP</b>	<b>25,067</b>	<b>All Participants - LEP</b>	<b>34,230</b>	<b>37%</b>
Limited English	3	Limited English	8	167%
Not Limited English	25,064	Not Limited English	34,222	37%

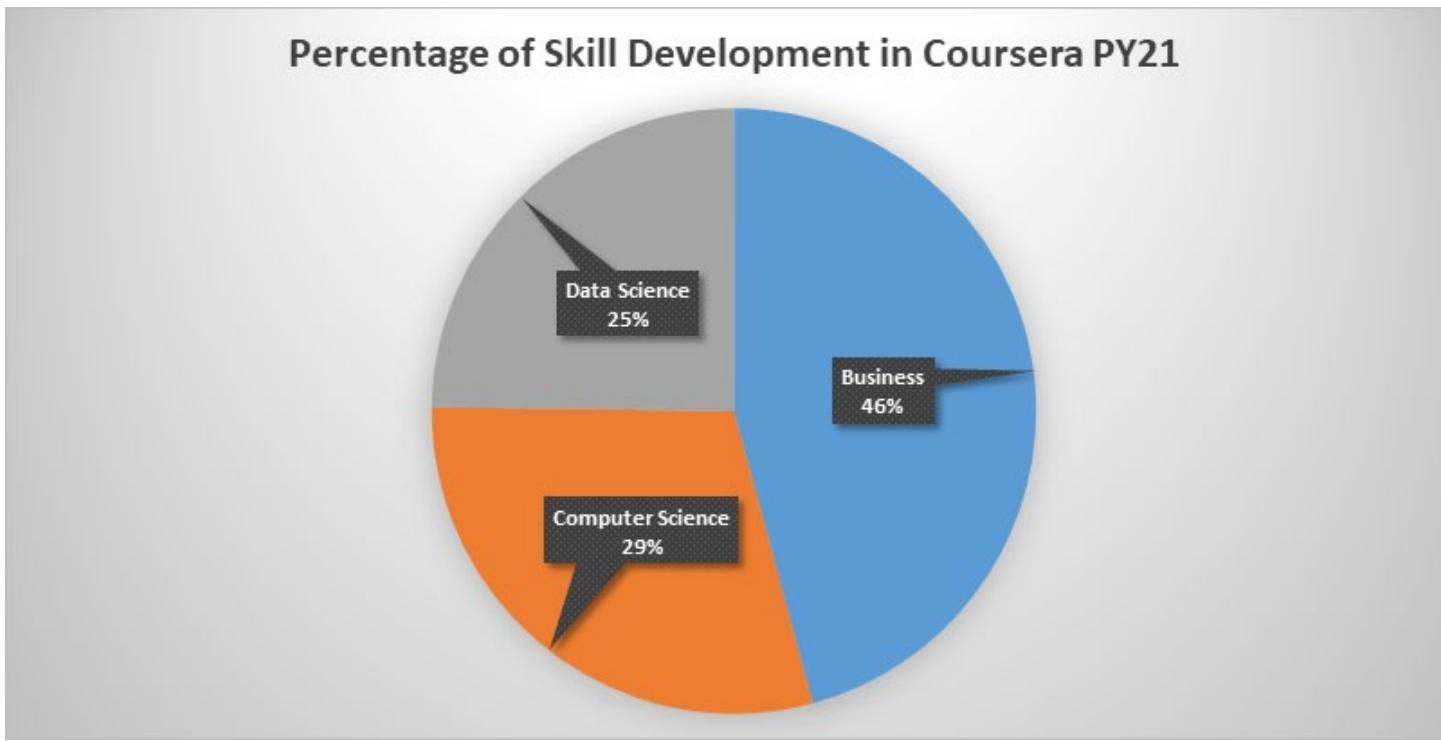
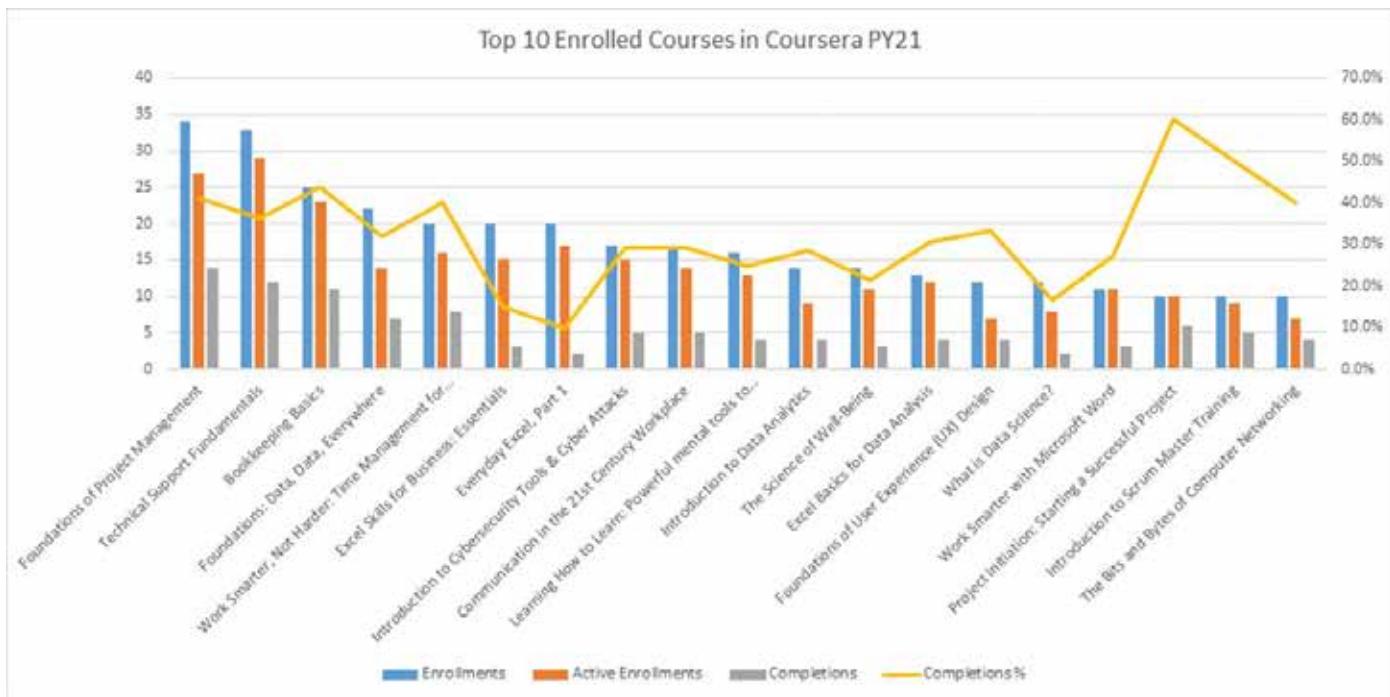
# Appendices

# Discretionary Projects



CompTIA Enrollments by Course PY21





# Effectiveness in Serving Employers in Program Year 2021

Employer Services Type	Establishment Count
Employer Information and Support Services	10,235
Workforce Recruitment Assistance	15,038
Strategic Planning/Economic Development Activities	3,881
Untapped Labor Pools Activities	4,965
Training Services	336
Incumbent Worker Training Services	307
Rapid Response/Business Downsizing Assistance	528
Planning Layoff Response	436

Performance Results	Numerator	Rate
	Denominator	
Employer Penetration Rate	24,872	11.00%
	226,111	
Repeat Business Customer Rate	13,452	26.20%
	51,371	

# Promising Practices

## Change Requests

Received	1,519
Completed	1,511

## Technical Requests (IQ Tickets)

Received	2,894
Completed	2,888

## Agent line calls

Total Calls	15,958
Before 8	925
After 5	587

## SUPPORT INBOX

Support Inbox - July	483
Support Inbox - Aug	390
Support Inbox - Sept	356
Support Inbox - Oct	459
Support Inbox - Nov	792
Support Inbox - Dec	783
Support Inbox - Jan	428
Support Inbox - Feb	787
Support Inbox - Mar	765
Support Inbox - Apr	503
Support Inbox - May	474
Support Inbox - June	518
	6,738

## RESEA

## TOTAL

Number of completed appointments	3,374	Not tracked until 1/22
Number of RESEA appointments covered for Job Centers	368	
Number of rescheduled appointments	455	
Number of no Show appointments	699	
Number of individuals who returned to work before appointment	898	
Number of Webex appointments	89	
Number of completed job referrals	8,239	
Number of training/Vet referrals	463	
Number of completed follow-up calls	1,635	
Number of completed follow-up emails	8,144	
Number of Employer Layoffs	9	Not tracked until 6/22
Union Members selected	174	

## Mobile App

## # of Sessions

## Unique Users

VOS Users	2,008	500
Guest Users	968	477

# Program Evaluation

## Total Participants Enrolled

PY20 (July 1, 2020 – June 30, 2021)



State Workforce Development Board

## Performance Comparison

### Wagner Peyser

PY20 (7/1/2020 – 6/30/2021)

PY20 Performance								
State	Employment Rate 2nd Quarter after Exit		Median Earnings 2nd quarter after exit		Total Participants Served (Receiving Any Service)		Cost Per	Population
	Program Year	Program Year	Program Year	Program Year	Program Year	Program Year		
Indiana	80.4%	#1	\$8,952	#1	114,013	#1	\$57	#2
Nebraska	70.8%	#2	\$6,849	#4	14,273	#9	\$286	#6
Arkansas	67.7%	#3	\$5,455	#13	76,192	#2	\$56	#1
Ohio	67.3%	#4	\$7,443	#3	8,693	#13	\$1,394	#13
Wisconsin	66.9%	#5	\$6,204	#8	20,426	#6	\$366	#9
Michigan	66.4%	#6	\$6,465	#7	59,375	#3	\$205	#5
Kansas	65.4%	#7	\$5,542	#12	15,363	#8	\$309	#7
Missouri	64.6%	#8	\$5,954	#9	28,578	#4	\$335	#8
Tennessee	62.9%	#9	\$5,435	#14	20,582	#5	\$513	#11
Iowa	61.9%	#10	\$6,535	#5	12,586	#11	\$200	#4
Kentucky	60.2%	#11	\$5,719	#11	12,896	#10	\$142	#3
Minnesota	59.2%	#12	\$8,665	#2	15,938	#7	\$518	#12
Illinois	55.9%	#13	\$6,498	#6	9,213	#12	\$408	#10
Oklahoma	55.3%	#14	\$5,744	#10	4,760	#14	\$1,642	#14

Comparison - PY18 & PY20							
Program Year	Employment Rate 2nd Quarter after Exit		Median Earnings 2nd quarter after exit		Total Participants Served (Receiving Any Service)		Cost Per
	PY18	PY20	PY18	PY20	PY18	PY20	
PY18	71%	#10	\$5,373	#12	88,477	#3	\$154
PY20	64.6%	#8	\$5,954	#9	28,578	#4	\$335



State Workforce Development Board

# Performance Comparison

## WIOA Adult

PY20 (7/1/2020 – 6/30/2021)

PY20 Performance								
State	Employment Rate 2nd Quarter after Exit	Median Earnings	Total Participants Served	Cost Per	Credential Rate	MSG		
Tennessee	83.3% #1	\$7,010 #5	7,054 #4	\$680 #1	74.0% #9	73.5% #1		
Michigan	80.0% #2	\$7,108 #4	6,366 #5	\$4,233 #13	83.8% #1	60.3% #9		
Arkansas	79.2% #3	\$7,002 #7	951 #12	\$3,014 #8	78.7% #3	68.7% #3		
Nebraska	78.1% #4	\$6,245 #11	775 #13	\$2,990 #7	65.7% #13	61.3% #8		
Indiana	77.4% #5	\$6,760 #10	7,139 #3	\$1,434 #2	72.9% #10	68.3% #5		
Kentucky	76.8% #6	\$7,006 #6	3,652 #6	\$3,121 #9	74.3% #7	58.5% #11		
Ohio	75.8% #7	\$6,786 #9	9,182 #1	\$3,405 #11	74.4% #6	67.7% #6		
Illinois	75.4% #8	\$7,575 #2	7,776 #2	\$6,919 #14	74.1% #8	56.0% #13		
Minnesota	74.0% #9	\$8,232 #1	1,511 #11	\$3,805 #12	76.7% #4	69.2% #2		
Missouri	73.9% #10	\$7,198 #3	3,226 #7	\$2,711 #5	69.4% #12	60.3% #10		
Kansas	72.5% #11	\$6,866 #8	2,069 #9	\$1,988 #3	80.2% #2	68.3% #4		
Iowa	72.2% #12	\$5,758 #13	661 #14	\$2,927 #6	61.9% #14	44.1% #14		
Wisconsin	72.2% #13	\$6,104 #12	1,843 #10	\$3,232 #10	72.8% #11	58.2% #12		
Oklahoma	71.4% #14	\$5,353 #14	2,316 #8	\$2,280 #4	74.8% #5	62.5% #7		
Comparison - PY18 to PY20								
Program Year	Employment Rate 2nd Quarter after Exit	Median Earnings 2nd quarter after exit	Total Participants Served (Receiving Any Service)	Cost Per	Credential Rate	MSG		
PY18	76% #11	\$5,322 #14	3,764 #10	\$3,828 #13	28% #14	48% #10		
PY20	74% #10	\$7,198 #3	3,226 #7	\$2,711 #5	69% #12	60% #10		



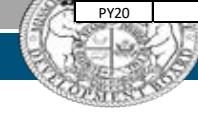
State Workforce Development Board

# Performance Comparison

## WIOA Dislocated Worker

PY20 (7/1/2020 – 6/30/2021)

PY20 Performance								
State	Employment Rate 2nd Quarter after Exit	Median Earnings 2nd quarter after exit	Total Participants Served (Receiving Any Service)	Cost Per	Credential Rate	MSG		
Nebraska	92.3% #1	\$7,903 #12	265 #14	\$1,705 #1	62.3% #14	67.3% #10		
Michigan	87.8% #2	\$8,745 #9	2,740 #4	\$5,435 #12	83.1% #3	62.8% #12		
Minnesota	83.1% #4	\$12,891 #1	2,010 #6	\$2,526 #4	84.5% #2	79.4% #4		
Arkansas	83.1% #3	\$7,485 #14	318 #13	\$4,458 #9	80.5% #5	67.7% #9		
Tennessee	81.9% #5	\$7,900 #13	2,427 #5	\$2,116 #3	70.9% #12	74.3% #5		
Iowa	81.3% #6	\$8,763 #8	447 #12	\$3,645 #7	69.9% #13	54.9% #14		
Illinois	80.5% #7	\$10,787 #2	7,320 #1	\$5,909 #13	75.3% #10	62.2% #13		
Wisconsin	79.6% #8	\$8,960 #6	1,327 #9	\$3,039 #5	72.3% #11	83.8% #1		
Kentucky	76.5% #9	\$8,996 #5	1,598 #8	\$5,358 #11	75.4% #9	82.9% #2		
Kansas	75.5% #10	\$9,464 #4	1,233 #10	\$1,713 #2	91.4% #1	80.8% #3		
Ohio	75.1% #11	\$8,803 #7	3,441 #2	\$4,103 #8	77.3% #7	67.2% #11		
Indiana	74.7% #12	\$8,128 #11	3,365 #3	\$3,379 #6	80.1% #6	71.9% #7		
Missouri	74.6% #13	\$9,700 #3	1,700 #7	\$6,224 #14	77.2% #8	68.4% #8		
Oklahoma	70.8% #14	\$8,406 #10	791 #11	\$4,664 #10	80.7% #4	74.2% #6		
Comparison - PY18 to PY20								
Program Year	Employment Rate 2nd Quarter after Exit	Median Earnings 2nd quarter after exit	Total Participants Served (Receiving Any Service)	Cost Per	Credential Rate	MSG		
PY18	79.6% #12	\$ 7,992 #10	827 #9	\$ 18,632 #14	59.4% #14	59.2% #8		
PY20	74.6% #13	\$ 9,700 #3	1700 #7	\$ 6,224 #14	77.2% #8	68.4% #8		



State Workforce Development Board

# Performance Comparison

## WIOA Youth

PY20 (7/1/2020 – 6/30/2021)

State	Employment Rate 2nd Quarter after Exit		Median Earnings 2nd quarter after exit		PY20 Performance					
	Total Participants Served (Receiving Any Service)	Cost Per	Credential Rate	MSG						
Indiana	80.8% #1	\$ 3,441 #12	3,050 #5	\$ 3,419 #7	69.3%	#4	74.5%	#1		
Nebraska	79.6% #2	\$ 4,162 #3	372 #14	\$ 11,100 #14	49.6%	#14	29.6%	#14		
Tennessee	77.7% #3	\$ 3,930 #5	3,576 #4	\$ 1,009 #1	63.4%	#8	63.2%	#2		
Iowa	76.8% #4	\$ 3,877 #6	428 #13	\$ 5,816 #12	55.3%	#13	48.9%	#10		
Wisconsin	76.6% #5	\$ 3,771 #8	1,311 #9	\$ 5,005 #9	58.6%	#10	53.8%	#8		
Missouri	76.5% #6	\$ 3,766 #10	1,424 #8	\$ 6,230 #13	58.0%	#11	59.3%	#4		
Michigan	76.1% #7	\$ 3,963 #4	4,219 #3	\$ 5,344 #10	71.9%	#1	44.8%	#12		
Kansas	75.6% #8	\$ 2,841 #14	464 #12	\$ 5,514 #11	67.1%	#6	48.1%	#11		
Illinois	74.5% #9	\$ 4,175 #2	6,519 #2	\$ 1,845 #2	69.3%	#3	55.0%	#6		
Oklahoma	73.2% #10	\$ 3,858 #7	1,118 #10	\$ 4,301 #8	68.5%	#5	61.0%	#3		
Ohio	71.7% #11	\$ 3,171 #13	8,570 #1	\$ 3,218 #5	56.5%	#12	53.9%	#7		
Arkansas	71.6% #12	\$ 3,585 #11	684 #11	\$ 3,311 #6	59.0%	#9	49.9%	#9		
Minnesota	68.8% #13	\$ 4,542 #1	2,476 #6	\$ 2,334 #3	63.5%	#7	42.9%	#13		
Kentucky	65.5% #14	\$ 3,767 #9	1,898 #7	\$ 2,426 #4	71.4%	#2	57.4%	#5		
Comparison - PY18 to PY20										
Program Year	Employment Rate 2nd Quarter after Exit	Median Earnings 2nd quarter after exit	Total Participants Served (Receiving Any Service)	Cost Per	Credential Rate	MSG				
PY18	70.8% #13	\$ 3,245 #12	2328 #6	\$ 7,138 #14	49.1%	#10	40.4%	#10		
PY20	76.5% #6	\$ 3,766 #10	1,424 #8	\$ 6,230 #13	58.0%	#11	59.3%	#4		



State Workforce Development Board

# Wagner Peyster Standardization

## OWD Initiative Contract

### Goal

Implement Journey Mapping framework in all Job Centers by December 31, 2022

### Performance

Implemented in 19 Job Centers (2 Job Centers implemented this week!)

Remaining Job Centers scheduled to complete Standardization by August 31

Implemented	Implemented Date	Scheduled	
		Scheduled	Scheduled Date
Northwest Crossing	STL County	Nov 2021	Joplin SW 7/12/2022
Springfield	Ozark	2/10/2022	Nevada WC 7/12/2022
Branson	Ozark	2/9/2022	Capital City C 7/28/2022
Lebanon	Central	3/31/2022	Columbia C 7/28/2022
Rolla	Central	4/1/2022	Washington J/F 7/29/2022
Independence	EJ	5/11/2022	West Plains SC 8/24/2022
Kansas City-Paseo	KCV	5/11/2022	Poplar Bluff SC 8/25/2022
St. Joseph	NW	5/12/2022	Kennett SE 8/25/2022
Northland	KCV	5/12/2022	Sikeston SE 8/26/2022
Park Hills	SE	5/23/2022	
Arnold	J/F	5/23/2022	
St. Charles County	STC County	5/24/2022	
St. Louis City	SLATE	5/24/2022	
Hannibal	NE	6/22/2022	
Kirksville	NE	6/22/2022	
Chillicothe	NW	6/23/2022	
Sedalia	WC	6/23/2022	
Joplin	SW	7/12/2022	
Nevada	WC	7/12/2022	

	Baseline - Before Implementation	Partial Region Standardization		Full Region Standardization	
		Average WP Enrollments	Average WP Enrollments % Change	Average WP Enrollments	Average WP Enrollments % Change
Central Region	103	117	13.3%		
East Jackson	34			43	26.6%
Jefferson/Franklin	45	46	2.7%		
Kansas City & Vicinity	94			120	28.1%
Northeast	18				
Northwest	48	55	15.2%		
Ozark	48			84	73.8%
South Central	33				
Southeast	68	84	23.1%		
Southwest	57				
St. Charles County	21			30	39.8%
St. Louis City	61			44	-27.6%
St. Louis County	69	74	8.1%		
West Central	40				



State Workforce Development Board

# Apprentices

## Goal

(October 2019)

**20,000** New Apprentices by 2025



## Performance

(May 2022)

**20,992** New Apprentices

**8,703** Completed Apprentices



State Workforce Development Board

# WIOA Regional Performance Program Year 2021

## Central Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	72.00%	83.85%	116.45%
WIOA Dislocated Worker	73.50%	88.06%	119.81%
WIOA Youth	72.50%	86.84%	119.78%
Wagner-Peyser	68.10%	63.66%	93.48%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	69.00%	82.24%	119.18%
WIOA Dislocated Worker	72.00%	73.45%	102.02%
WIOA Youth	65.50%	81.93%	125.08%
Wagner-Peyser	65.00%	65.48%	100.73%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	69.00%	81.90%	118.70%
WIOA Dislocated Worker	73.50%	79.17%	107.71%
WIOA Youth	58.00%	58.33%	100.57%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	61.00%	80.00%	131.15%
WIOA Dislocated Worker	57.00%	73.68%	129.27%
WIOA Youth	33.00%	47.37%	143.54%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$5,250.00	\$8,415.62	160.30%
WIOA Dislocated Worker	\$6,100.00	\$10,757.71	176.36%
WIOA Youth	\$2,900.00	\$5,956.90	205.41%
Wagner-Peyser	\$5,100.00	\$6,362.09	124.75%

## East Jackson Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	67.00%	75.79%	113.12%
WIOA Dislocated Worker	69.00%	82.61%	119.72%
WIOA Youth	65.55%	92.86%	141.66%
Wagner-Peyser	62.00%	64.43%	103.92%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	64.00%	77.46%	121.04%
WIOA Dislocated Worker	67.50%	89.09%	131.99%
WIOA Youth	69.00%	85.71%	124.22%
Wagner-Peyser	60.75%	64.43%	106.07%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	60.00%	78.26%	130.43%
WIOA Dislocated Worker	66.00%	89.19%	135.14%
WIOA Youth	63.00%	71.43%	113.38%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	49.00%	73.68%	150.38%
WIOA Dislocated Worker	57.00%	76.19%	133.67%
WIOA Youth	38.50%	60.87%	158.10%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$5,200.00	\$7,973.17	153.33%
WIOA Dislocated Worker	\$7,100.00	\$11,614.40	163.58%
WIOA Youth	\$2,825.00	\$4,923.49	174.28%
Wagner-Peyser	\$4,400.00	\$8,480.46	192.74%

## Jefferson/Franklin Consortium Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	72.00%	87.50%	121.53%
WIOA Dislocated Worker	73.50%	77.88%	105.97%
WIOA Youth	64.00%	81.13%	126.77%
Wagner-Peyser	68.00%	62.75%	92.28%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	68.50%	79.63%	116.25%
WIOA Dislocated Worker	70.40%	72.56%	103.07%
WIOA Youth	67.50%	74.07%	109.74%
Wagner-Peyser	68.00%	65.89%	96.90%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	67.00%	70.83%	105.72%
WIOA Dislocated Worker	66.50%	65.00%	97.74%
WIOA Youth	60.00%	62.75%	104.58%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	49.00%	55.06%	112.36%
WIOA Dislocated Worker	37.00%	60.66%	163.93%
WIOA Youth	42.50%	68.42%	160.99%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$5,500.00	\$8,216.48	149.39%
WIOA Dislocated Worker	\$6,450.00	\$10,017.96	155.32%
WIOA Youth	\$3,450.00	\$5,702.66	165.29%
Wagner-Peyser	\$5,400.00	\$7,848.31	145.34%

## Kansas City & Vicinity Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	56.50%	79.05%	139.91%
WIOA Dislocated Worker	65.00%	69.84%	107.45%
WIOA Youth	66.00%	77.78%	117.85%
Wagner-Peyser	61.00%	64.48%	105.71%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	58.00%	71.11%	122.61%
WIOA Dislocated Worker	60.00%	71.76%	119.59%
WIOA Youth	64.00%	89.74%	140.22%
Wagner-Peyser	58.00%	62.75%	108.19%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	56.50%	57.56%	101.87%
WIOA Dislocated Worker	65.90%	66.12%	100.33%
WIOA Youth	64.00%	66.67%	104.17%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	46.00%	56.00%	121.74%
WIOA Dislocated Worker	56.00%	70.45%	125.81%
WIOA Youth	38.00%	40.80%	107.37%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$4,800.00	\$8,106.89	168.89%
WIOA Dislocated Worker	\$6,985.00	\$10,429.93	149.32%
WIOA Youth	\$3,100.00	\$4,354.39	140.46%
Wagner-Peyser	\$4,500.00	\$8,577.06	190.60%

## Northeast Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	75.00%	85.94%	114.58%
WIOA Dislocated Worker	77.00%	95.24%	123.69%
WIOA Youth	77.00%	90.38%	117.38%
Wagner-Peyser	70.00%	67.92%	97.04%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	70.00%	76.19%	108.84%
WIOA Dislocated Worker	66.00%	91.67%	138.89%
WIOA Youth	70.00%	76.92%	109.89%
Wagner-Peyser	71.00%	67.96%	95.72%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	77.50%	95.24%	122.89%
WIOA Dislocated Worker	79.50%	71.43%	89.85%
WIOA Youth	73.50%	86.36%	117.50%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	60.00%	76.67%	127.78%
WIOA Dislocated Worker	51.50%	60.87%	118.19%
WIOA Youth	46.50%	79.17%	170.25%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$5,400.00	\$7,800.00	144.44%
WIOA Dislocated Worker	\$7,200.00	\$10,010.00	139.03%
WIOA Youth	\$3,100.00	\$4,290.00	138.39%
Wagner-Peyser	\$5,250.00	\$6,971.92	132.80%

## Northwest Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	73.00%	81.08%	111.07%
WIOA Dislocated Worker	74.00%	86.05%	116.28%
WIOA Youth	67.00%	83.08%	124.00%
Wagner-Peyser	68.50%	66.29%	96.77%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	75.00%	77.78%	103.70%
WIOA Dislocated Worker	74.00%	89.19%	120.53%
WIOA Youth	72.50%	76.12%	104.99%
Wagner-Peyser	71.50%	66.86%	93.51%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	75.00%	82.14%	109.52%
WIOA Dislocated Worker	75.00%	66.67%	88.89%
WIOA Youth	51.65%	57.14%	110.63%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	53.00%	65.85%	124.25%
WIOA Dislocated Worker	55.00%	66.67%	121.21%
WIOA Youth	46.00%	67.86%	147.52%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$5,300.00	\$8,099.99	152.83%
WIOA Dislocated Worker	\$7,500.00	\$9,829.20	131.06%
WIOA Youth	\$3,550.00	\$4,685.19	131.98%
Wagner-Peyser	\$5,100.00	\$6,779.92	132.94%

## Ozark Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	69.50%	74.48%	107.17%
WIOA Dislocated Worker	71.50%	80.17%	112.12%
WIOA Youth	67.50%	64.00%	94.81%
Wagner-Peyser	70.00%	60.21%	86.01%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	65.00%	73.11%	112.48%
WIOA Dislocated Worker	71.00%	85.06%	119.80%
WIOA Youth	67.00%	81.25%	121.27%
Wagner-Peyser	65.50%	60.23%	91.95%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	74.00%	72.00%	97.30%
WIOA Dislocated Worker	76.00%	82.09%	108.01%
WIOA Youth	62.50%	54.55%	87.27%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	49.00%	57.33%	117.01%
WIOA Dislocated Worker	37.00%	54.39%	146.99%
WIOA Youth	34.00%	38.46%	113.12%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$5,100.00	\$6,623.58	129.87%
WIOA Dislocated Worker	\$6,900.00	\$7,770.40	112.61%
WIOA Youth	\$3,000.00	\$3,785.82	126.19%
Wagner-Peyser	\$4,950.00	\$6,403.63	129.37%

## South Central Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	72.00%	81.19%	112.76%
WIOA Dislocated Worker	70.00%	74.65%	106.64%
WIOA Youth	74.00%	78.57%	106.18%
Wagner-Peyser	66.00%	60.69%	91.95%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	71.00%	83.50%	117.60%
WIOA Dislocated Worker	68.00%	82.35%	121.11%
WIOA Youth	63.00%	67.44%	107.05%
Wagner-Peyser	63.00%	63.99%	101.58%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	77.00%	76.81%	99.76%
WIOA Dislocated Worker	77.00%	78.26%	101.64%
WIOA Youth	60.00%	54.76%	91.27%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	50.00%	75.51%	151.02%
WIOA Dislocated Worker	60.00%	64.65%	107.74%
WIOA Youth	43.00%	54.35%	126.39%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$5,300.00	\$6,033.60	113.84%
WIOA Dislocated Worker	\$6,300.00	\$6,217.29	98.69%
WIOA Youth	\$3,100.00	\$5,437.70	175.41%
Wagner-Peyser	\$4,500.00	\$5,436.80	120.82%

## Southeast Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	70.50%	79.53%	112.81%
WIOA Dislocated Worker	75.00%	78.95%	105.26%
WIOA Youth	67.00%	71.05%	106.05%
Wagner-Peyser	67.00%	63.60%	94.92%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	68.50%	77.29%	112.84%
WIOA Dislocated Worker	73.00%	90.20%	123.56%
WIOA Youth	68.50%	74.70%	109.05%
Wagner-Peyser	67.00%	67.26%	100.39%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	77.50%	76.81%	99.11%
WIOA Dislocated Worker	71.00%	64.29%	90.54%
WIOA Youth	60.50%	53.33%	88.15%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	55.00%	64.94%	118.08%
WIOA Dislocated Worker	48.00%	65.15%	135.73%
WIOA Youth	34.00%	52.00%	152.94%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$5,300.00	\$7,279.50	137.35%
WIOA Dislocated Worker	\$7,400.00	\$8,993.42	121.53%
WIOA Youth	\$3,000.00	\$5,835.00	194.50%
Wagner-Peyser	\$4,950.00	\$6,164.24	124.53%

### Southwest Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	72.00%	84.62%	117.52%
WIOA Dislocated Worker	72.00%	90.00%	125.00%
WIOA Youth	62.00%	82.86%	133.64%
Wagner-Peyser	68.00%	62.38%	91.73%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	68.00%	79.22%	116.50%
WIOA Dislocated Worker	69.00%	80.65%	116.88%
WIOA Youth	67.00%	90.91%	135.69%
Wagner-Peyser	66.00%	63.28%	95.88%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	69.00%	83.33%	120.77%
WIOA Dislocated Worker	70.00%	81.82%	116.88%
WIOA Youth	46.00%	47.62%	103.52%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	60.00%	72.22%	120.37%
WIOA Dislocated Worker	65.00%	80.00%	123.08%
WIOA Youth	30.00%	50.00%	166.67%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$5,500.00	\$6,834.94	124.27%
WIOA Dislocated Worker	\$7,300.00	\$8,951.00	122.62%
WIOA Youth	\$2,000.00	\$3,600.00	180.00%
Wagner-Peyser	\$5,250.00	\$6,351.50	120.98%

### St. Charles County Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	74.00%	83.33%	112.61%
WIOA Dislocated Worker	75.00%	81.82%	109.09%
WIOA Youth	75.00%	91.67%	122.22%
Wagner-Peyser	71.00%	63.82%	89.89%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	71.00%	65.77%	92.63%
WIOA Dislocated Worker	74.00%	74.67%	100.90%
WIOA Youth	71.00%	69.57%	97.98%
Wagner-Peyser	72.50%	68.22%	94.10%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	72.00%	64.71%	89.87%
WIOA Dislocated Worker	72.00%	84.00%	116.67%
WIOA Youth	62.00%	50.00%	80.65%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	55.00%	80.00%	145.45%
WIOA Dislocated Worker	46.00%	66.67%	144.93%
WIOA Youth	40.00%	69.44%	173.61%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$6,500.00	\$7,333.20	112.82%
WIOA Dislocated Worker	\$7,550.00	\$16,120.00	213.51%
WIOA Youth	\$3,100.00	\$3,582.94	115.58%
Wagner-Peyser	\$5,500.00	\$10,536.78	191.58%

## St. Louis City Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	72.00%	78.16%	108.56%
WIOA Dislocated Worker	54.00%	89.66%	166.03%
WIOA Youth	70.00%	83.75%	119.64%
Wagner-Peyser	70.00%	66.92%	95.61%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	71.00%	73.81%	103.96%
WIOA Dislocated Worker	50.00%	85.71%	171.43%
WIOA Youth	56.00%	79.66%	142.25%
Wagner-Peyser	67.00%	65.78%	98.19%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	49.00%	40.00%	81.63%
WIOA Dislocated Worker	50.00%	100.00%	200.00%
WIOA Youth	54.00%	16.67%	30.86%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	31.00%	62.93%	203.00%
WIOA Dislocated Worker	42.00%	71.43%	170.07%
WIOA Youth	25.00%	47.22%	188.89%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$4,600.00	\$6,488.68	141.06%
WIOA Dislocated Worker	\$5,200.00	\$8,862.39	170.43%
WIOA Youth	\$2,300.00	\$4,395.51	191.11%
Wagner-Peyser	\$4,550.00	\$6,212.66	136.54%

## St. Louis County Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	75.00%	68.33%	91.11%
WIOA Dislocated Worker	76.00%	68.85%	90.60%
WIOA Youth	75.20%	85.71%	113.98%
Wagner-Peyser	75.50%	61.00%	80.79%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	76.00%	74.19%	97.62%
WIOA Dislocated Worker	76.00%	73.47%	96.67%
WIOA Youth	78.50%	83.54%	106.42%
Wagner-Peyser	73.50%	65.75%	89.46%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	80.00%	71.91%	89.89%
WIOA Dislocated Worker	77.00%	72.09%	93.63%
WIOA Youth	67.00%	64.44%	96.19%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	55.00%	67.11%	122.01%
WIOA Dislocated Worker	65.00%	71.43%	109.89%
WIOA Youth	30.00%	45.97%	153.24%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$5,000.00	\$7,504.98	150.10%
WIOA Dislocated Worker	\$5,800.00	\$11,659.11	201.02%
WIOA Youth	\$2,975.00	\$3,549.02	119.29%
Wagner-Peyser	\$5,000.00	\$7,599.35	151.99%

## West Central Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	73.00%	81.01%	110.98%
WIOA Dislocated Worker	71.50%	65.35%	91.40%
WIOA Youth	68.30%	78.43%	114.83%
Wagner-Peyser	69.00%	62.97%	91.27%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	69.00%	87.06%	126.17%
WIOA Dislocated Worker	78.00%	73.83%	94.66%
WIOA Youth	68.60%	81.40%	118.65%
Wagner-Peyser	68.60%	65.62%	95.65%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	70.00%	72.58%	103.69%
WIOA Dislocated Worker	65.50%	81.25%	124.05%
WIOA Youth	53.00%	65.52%	123.62%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	62.00%	66.36%	107.04%
WIOA Dislocated Worker	55.00%	66.67%	121.21%
WIOA Youth	40.00%	54.74%	136.84%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$5,000.00	\$8,099.83	162.00%
WIOA Dislocated Worker	\$6,100.00	\$6,194.50	101.55%
WIOA Youth	\$1,845.00	\$4,263.06	231.06%
Wagner-Peyser	\$4,800.00	\$6,576.91	137.02%